

TRAINING & DEVELOPMENT CATALOG



LAKE COUNTY
OFFICE OF EMPLOYEE SERVICES

Welcome to the Lake County BCC University Catalog

The Office of Employee Services is committed to providing Lake County employees with the training opportunities necessary for their personal and professional growth and development. The Lake County Training & Development Catalog includes course offerings available to employees so that they can capitalize on their own performance potential by taking the responsibility for self-development.

Catalog course offerings are divided into three learning areas:

- Employee Development – These programs are targeted for all employees, and include both **required** and **optional** learning opportunities.
- Supervisor Development – The programs designated for Supervisor Development are geared toward providing practical employee management skills and policy/procedure updates for supervisors with direct reports. These programs are intended for current supervisors and employees being prepared for upcoming supervisory openings.
- Leadership Development – Leadership Development programs offer interactive opportunities for employees to acquire and practice new leadership skills and thought processes. The target audience for this learning area is supervisors, leaders, and employees with potential for supervisory and leadership positions.

Current and future programs are advertised through the intranet and e-mail and available for registration through the [Online Training Calendar](#).

The Office of Employee Services encourages employees to explore this catalog for training opportunities that will benefit our workplace. Please contact Jeannine Nelson (352 343 9784) with any questions or suggestions.

"Give a man a fish, and he eats for a day. Teach him how to fish, and he eats for a lifetime." - Ancient Chinese Proverb

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Employee Development

Class:	New Employee Orientation
<p>The New Employee Orientation program provides employees with valuable information pertaining to a wide-range of topics regarding their new employment with Lake County. Topics include the County's vision, mission and values; valuing diversity in the workplace; harassment prevention; employment policies and procedures; legal discussion on ethics and public employment; Sunshine Law and records retention requirements; and property damage and workers compensation reporting.</p>	
Target Audience:	All Lake County BCC employees
Required:	Yes*
Class Length:	1 day
Facilitated By:	Office of Employee Services
Notes:	Harassment Prevention is included in this training; it is not a separate class.
	<p>*Required training programs: All Lake County BCC employees must take required training programs only once during the prescribed timeframe. (These are not required to be taken yearly.) Those who are not sure if they have satisfied the requirement should check the online training calendar, under "My Scheduled Classes."</p>
Registration:	<u>Online Training Registration and Calendar</u>



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Employee Development

Class:	Workplace Diversity
This program encourages participants to examine diversity issues through different lenses. The program consists of interactive activities which foster an inclusive and positive learning environment. This course is designed to heighten organizational diversity awareness and improve the workplace environment for all employees.	
Target Audience:	All Lake County BCC employees
Required:	Yes*, for all BCC employees by December 31, 2007 (Employees who have taken the program since August, 16, 2005 have satisfied the requirement).
Class Length:	2.5 hours
Facilitated By:	Office of Employee Services
Notes:	Diversity modules covered minimally during other training classes (such as New Employee Orientation) do not satisfy this requirement.
	*Required training programs: All Lake County BCC employees must take required training programs only once during the prescribed timeframe. (These are not required to be taken yearly.) Those who are not sure if they have satisfied the requirement should check the online training calendar, under "My Scheduled Classes".
Registration:	<u>Online Training Registration and Calendar</u>



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Employee Development

Class:	Violence in Today's Workplace
This training program is designed to expose employees to the nature of workplace violence. Participants are presented with the definition of workplace violence, traits and warning signs of perpetrators, and the measures to take when dealing with a potential or immediate threat.	
Target Audience:	All Lake County BCC employees
Required:	Yes*, for all BCC employees by December 31, 2007 (Employees who have taken the program since May 10, 2005 have satisfied the requirement.)
Class Length:	2.5 hours
Facilitated By:	Office of Employee Services
Notes:	Violence modules covered minimally during other training classes do not satisfy this requirement. This program corresponds with Lake County BCC Policy LCC-74 and Procedure ES-4.06.01.
	*Required training programs: All Lake County BCC employees must take required training programs only once during the prescribed timeframe. (These are not required to be taken yearly.) Those who are not sure if they have satisfied the requirement should check the online training calendar, under "My Scheduled Classes."
Registration:	<u>Online Training Registration and Calendar</u>



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Employee Development

Class:	Customer Service Savvy
This online review highlights the importance of Customer Service in our community interactions. It covers both face to face and over the telephone tips for “putting our best foot forward.” An online quiz is part of the program.	
Target Audience:	All Lake County BCC employees
Required:	Yes*, for all BCC employees by December 31, 2008.
Class Length:	35-45 minutes
Facilitated By:	On line training module
Notes:	80% Course Quiz score required for class credit
	*Required training programs: All Lake County BCC employees must take required training programs only once during the prescribed timeframe. (These are not required to be taken yearly.) Those who are not sure if they have satisfied the requirement should check the online training calendar, under “My Scheduled Classes”.
Registration:	<u>Online Training Registration and Calendar</u>



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Employee Development

Class:	General Overview of Deferred Compensation
<p>The presentation is designed to explain the deferred compensation plan(s) available to Lake County employees.</p> <p>Lake County employees may choose to participate in a deferred compensation program through ICMA-Retirement Corporation and/or Nationwide. These programs offer employees an opportunity to save for retirement through pre-tax payroll contributions.</p>	
Target Audience:	All Lake County BCC employees
Required:	No
Class Length:	45-60 minutes
Facilitated By:	Presenters from ICMA-RC or Nationwide
Notes:	Class is on employee's lunch hour. The program is in a noontime workshop setting and employees are encouraged to bring their lunch to enjoy.
	The presenter will also be available the day of the workshop to meet individually with employees to review investment options and strategies.
Registration:	<u>Online Training Registration and Calendar</u>



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Employee Development

Class:	Florida Retirement System (FRS) Information Workshops
<p>Informative employee workshops are offered to assist employees at all life stages, whether they are close to retirement or just beginning their employment, make educated decisions about their long term financial planning. The presentation is designed to provide valuable and objective information about the FRS benefit.</p> <p>Examples of programs offered include:</p> <ul style="list-style-type: none"> ○ Education Planning: Funding the Future ○ Estate Planning: Caring for your Loved Ones ○ Using the FRS to Plan for your Retirement ○ New to FRS? Employee Retirement Plan Choice 	
Target Audience:	All Lake County BCC employees
Required:	No
Class Length:	60-90 minutes
Facilitated By:	Presenters from Florida Retirement System
Notes:	Information is also provided about additional free, independent resources provided by the FRS.
Registration:	<u>Online Training Registration and Calendar</u>



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Employee Development

Class:	Workers' Compensation & Property and Liability
<p>This class is designed to familiarize participants with the County's procedures on Workers' Compensation & Property and Liability. The classroom focus is on requirements for adequate and timely reporting, treatment, compensation, restoration and recovery for County employees and/or property. Situational practice exercises are also included.</p>	
Target Audience:	All Lake County BCC employees and employees of other County entities covered by Lake County's Workers' Compensation and Property & Liability programs.
Required:	No, but highly suggested that supervisors attend
Class Length:	2 hours
Facilitated By:	Office of Employee Services
Notes:	Reviews Lake County BCC Policy LC-71 and Procedure ES-5.02.01
Registration:	Online Training Registration and Calendar



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Employee Development

Class:	Toastmasters
<p>Toastmasters International was established in 1924, and uses time-tested programs to help people improve their public speaking skills. The environment is collaborative and provides plenty of opportunities for employees to develop the self confidence required for speaking in front of a group.</p>	
Target Audience:	All Lake County BCC employees
Required:	No
Class Length:	1 hour/ongoing - meets twice a month
Facilitated By:	President, Jason Stowe
Notes:	Class is held 1:00 – 2:00 p.m. on alternating Fridays at the Lake County Agricultural Center.
Registration:	<p>Contact Jason Stowe, Budget Department 352-253-6106 (A year commitment is required.)</p>



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Employee Development

Class:	Effective Communication & Public Speaking Workshop
Do you need to improve your communication skills and/or your presentation skills? This workshop provides participants with public speaking tips and interactive opportunities to practice one's skills in a safe learning environment.	
Target Audience:	All Lake County BCC employees
Required:	No
Class Length:	2 hours
Facilitated By:	Office of Employee Services
Notes:	None
Registration:	Online Training Registration and Calendar



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Employee Development

Class:	Experiencing Change in the Workplace
One certainty is that “change is here to stay.” This class addresses our quickly changing work environment and covers strategies for reframing our thinking so that we can be better prepared to deal with our ever-evolving workplace.	
Target Audience:	All Lake County BCC employees
Required:	No
Class Length:	2 hours
Facilitated By:	Office of Employee Services
Notes:	None
Registration:	Online Training Registration and Calendar



Lake County BCC University

Employee Development

Class:	But I Used Spell Check! Effective English - Using the Right Word
English is a tricky language! This class will help participants to sort out correct word usage on six pairs of words that are often confused, even if spell check is used. Example: He didn't know how it would <i>affect</i> (or is it <i>effect</i> ?) him.	
Target Audience:	All Lake County BCC employees
Required:	No
Class Length:	2 hours
Facilitated By:	Office of Employee Services
Notes:	None
Registration:	<u>Online Training Registration and Calendar</u>



Lake County BCC University

Employee Development

Class:	Wellness Topics
<p>The Lake Wellness Solutions Employee Wellness Program provides employees with information and resources to assist them in making healthy lifestyle choices. Worksite wellness programs not only benefit the employees through improved quality of life, but also the organization through increased productivity, reduced employee absenteeism, decreased potential for workplace accidents and improved organizational image.</p> <p>Examples of programs offered include:</p> <ul style="list-style-type: none"> ○ Love Your Heart ○ Vary your Veggies ○ Lighten up your Holidays, Cut the Fat, not the Flavor! 	
Target Audience:	All Lake County BCC employees
Required:	No
Class Length:	45-60 minutes
Facilitated By:	Office of Employee Services/Guest Speakers
Notes:	<p>Class is on employee's lunch hour. These programs are generally offered during the noontime hour, and employees are encouraged to bring their lunch to enjoy. (A healthy snack is provided.)</p> <p>Wellness topics are generally a one time offering.</p>
Registration:	<u>Online Training Registration and Calendar</u>



Lake County BCC University

Supervisor Development

Class:	<i>Performance Management Series – Session One:</i> Overview of Performance Management & Corrective Action
<p><i>Performance Management encompasses everything that is involved in managing an employee and enabling him/her to reach optimum performance.</i></p> <p>Session One includes an overview of Performance Management and the Corrective Action process. Upon completion of the program participants will:</p> <ul style="list-style-type: none"> • Understand how progressive corrective action/discipline can influence performance and behavior. • Identify and understand steps in determining appropriate levels of corrective action/discipline. • Identify the tools and resources available through review of the County's Policy and Procedures on Corrective Action, with specific emphasis on the Corrective Action steps and introduction to the respective forms. 	
Target Audience:	Supervisory and future supervisory personnel
Required:	Yes
Class Length:	3.5 hours
Facilitated By:	Office of Employee Services
Notes:	Part of Performance Management Series Review of County Policy and Procedure
Registration:	<u>Online Training Registration and Calendar</u>



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Supervisor Development

Class:	<i>Performance Management Series – Session Two:</i> Documentation
<p><i>Performance Management encompasses everything that is involved in managing an employee and enabling him/her to reach optimum performance.</i></p> <p>Session Two covers the importance of documentation in the performance management equation. Upon completion of the program participants will be able to:</p> <ul style="list-style-type: none"> • Identify the purpose of accurate and timely documentation for the employee and the employer. • Explain the documentation processes and how it supports employee development. • Identify and complete the forms included in the Corrective Action procedures. 	
Target Audience:	Supervisory and future supervisory personnel
Required:	Yes
Class Length:	2 hours
Facilitated By:	Office of Employee Services
Notes:	<p>Part of four-part Performance Management Series</p> <p>Pre-requisite: <i>Performance Management Series – Session One: Overview of Performance Management & Corrective Action</i></p>
Registration:	Online Training Registration and Calendar



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Supervisor Development

Class:	<i>Performance Management Series – Session Three:</i> Coaching & Counseling
<p><i>Performance Management encompasses everything that is involved in managing an employee and enabling him/her to reach optimum performance.</i></p> <p>Session Three deals with the critical importance of coaching and counseling in motivating employees to perform at their highest level. The class outlines the coaching and counseling process and offers participants the opportunity for practical application.</p> <p>Upon completion of the program participants will be able to:</p> <ul style="list-style-type: none"> • Use feedback as the tool for coaching and counseling sessions. • Reinforce high performance and improve sub-standard performance through feedback. • Utilize coaching and counseling techniques effectively. 	
Target Audience:	Supervisory and future supervisory personnel
Required:	Yes
Class Length:	3 hours
Facilitated By:	Office of Employee Services
Notes:	Part of four-part Performance Management series
	Pre-requisite: <i>Performance Management Series – Session One: Overview of Performance Management & Corrective Action, AND Session Two: Documentation</i>
Registration:	Online Training Registration and Calendar



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Supervisor Development

Class:	<i>Performance Management Series – Session Four:</i> Performance Appraisals
<p><i>Performance Management encompasses everything that is involved in managing an employee and enabling him/her to reach optimum performance.</i></p> <p>Session Four of the series addresses the employee performance appraisal, which is an instrumental in maintaining a high performance organization. This class will focus on the meaningful application of the yearly review to reliably reflect accomplishments, and as a motivational tool for performance improvement and employee development. Upon completion of the program participants will be able to:</p> <ul style="list-style-type: none"> • Understand the performance appraisal process and complete the corresponding form(s). • Develop suggestions for pinpointing and describing performance. • Identify ways in which to elicit the best possible performance from employees. 	
Target Audience:	Supervisory and future supervisory personnel
Required:	Yes
Class Length:	2 hours
Facilitated By:	Office of Employee Services
Notes:	Part of four-part Performance Management series
Registration:	<u>Online Training Registration and Calendar</u>



Lake County BCC University

Supervisor Development

Class:	Drug Free Workplace
<p>The Lake County Board of County Commissioners is committed to maintaining a workplace that is free from drugs and/or alcohol. This class provides supervisors with information in support of a Drug Free work environment and addresses the following questions:</p> <ol style="list-style-type: none"> 1. How does substance abuse impact the workplace? 2. How do I know if someone is abusing drugs or alcohol? 3. As a supervisor, what do I do? <p>A review of the policy/procedure and application exercises are incorporated into the class.</p>	
Target Audience:	Supervisory and future supervisory personnel
Required:	Highly suggested that all supervisors attend* <i>*This class is required for supervisors that support CDL required positions.</i>
Class Length:	2 hours
Facilitated By:	Office of Employee Services
Notes:	Reviews Lake County BCC Policy LC-28 and Procedure ES-5.02.01
Registration:	<u>Online Training Registration and Calendar</u>



Lake County BCC

Leadership Development

Class:	On-target Communicator
<p>How many times has it been said, “It’s not what he/she said, it’s the way he/she said it!” In business, it is a fine art to communicate in a direct manner without getting that response. This class examines the four business communication styles, identifies the participant’s style, and offers practical suggestions on how to communicate effectively with the other three!</p>	
Target Audience:	Supervisory and Leadership personnel
Required:	Suggested
Class Length:	2.5 hours
Facilitated By:	Office of Employee Services
Notes:	Requires 10 minute on-line test prior to class date.
Registration:	Online Training Registration and Calendar



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Leadership Development

Class:	Interview Skills – How to Hire the Best Candidate?
<p>The selection of a new team member requires a precise approach, making sure the interview process is effective in identifying the best candidate for the position. This class reviews appropriate and inappropriate interview questions while focusing on tips and techniques for a meaningful interview.</p>	
Target Audience:	Supervisory and Leadership personnel
Required:	Suggested
Class Length:	2 hours
Facilitated By:	Office of Employee Services
Notes:	None
Registration:	Online Training Registration and Calendar



Lake County BCC University

Leadership Development

Class:	Advanced Presentation Skills
<p>Leaders can practice presentation skills in an interactive environment while acquiring tips for better public speaking. The workshop reviews basic and more advanced presentation and public speaking skills, and includes ideas for more effective team meetings/activities.</p>	
Target Audience:	Supervisory and Leadership personnel
Required:	Suggested
Class Length:	2 hours
Facilitated By:	Office of Employee Services
Notes:	None
Registration:	<u>Online Training Registration and Calendar</u>

Spice UP your Meetings!



Invite a *seasoned* guest speaker from the Office of Employee Services for an informative addition to your departmental or team meeting. Employees will have the opportunity for a quick learning session that will enhance your staff meeting. These sessions will provide employee development on a variety of topics and opportunities for discussion.

Topics Include:

Wellness:

- Signs of Heart Attack and Stroke
- How to Understand Food Nutrition Labels
- Desk Exercises Demonstration
- Drink More Water!

Safety:

- Workers' Compensation and Property & Liability
- Safety in YOUR Workplace
- Safety Topic of your Choice

Teambuilding:

- Dealing with Change in the Workplace
- Tips for Time and Stress Management at Work
- Better English for Better Business Writing
- A well-oiled machine? A team effectiveness check up
- Six Thinking Hats - Getting the most from your meetings by improving your Brainstorming Technique
- Feeling Stressed???
Some tips for how to deal with the stress in your life.

CRITERIA FOR GUEST SPEAKER SESSIONS

- Minimum audience size is eight (8) employees.
- The session will take place at your location, arranged by each department.
- Sessions are 10 to 15 minutes in length.

Call us for
other
requested
topics!

CONTACT US TODAY TO SCHEDULE YOUR DATE!

[Jeannine Nelson](#), Employee Services at 343- 9784

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